



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Link's Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:
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Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/05/05

Bilingual Business Analyst

Job ID	280214-en_US-9424	
Web Address	https://careers.indigenous.link/viewjob?jobname=280214-en_US-9424	
Company	Rogers	
Location	Montreal, QC	
Date Posted	From: 2022-11-30	To: 2050-01-01
Job	Type: Full-time	Category: Telecommunications

Description

Our Digital & Technology team wakes up every day with one goal in mind to connect Canadians to the people and things that matter most. Collectively, we're proud to support 30 million Canadians each month. We manage a robust portfolio that champions the leading edge of technology and media. We drive projects that expand connectivity to underserved communities from coast-to-coast-to-coast; build and enhance our fixed broadband network to provide high-speed Internet, TV and Smart Home Monitoring; and support our world class wireless network, offering our customers Canada's largest and most reliable 5G network. As the Digital & Technology team, we are building our tomorrow, today. Come play a key role in building the future of innovation in Canada. Let's make your possible. Do you enjoy working on high-scale, complex, and high visibility projects and programs? If yes, consider the following opportunity:

Rogers is looking for an English/French Bilingual Business Analyst to join the Employee Support & Self Service team to help design, deliver and optimize IT Services and Support for our employees yielding superior user experience.

Reporting to the IT Operations/Employee Support Manager, this individual will be responsible for working with Business, IT and Vendor stakeholders to design, develop and optimize our Service Request Catalogue and IT Services/Support delivery as part of Rogers commitment to deliver tools and services to employees in both official languages (English and French).

Typical Responsibilities:

- Write/translate internal communications, functional specifications and other support content in French and English.
- Support development/release activities by executing various stages of testing in English/French and engage with vendors/stakeholders to resolve bugs and defects.
- Intake development asks/needs from the business and work with the team to translate into service catalogue solutions using ServiceNow.
- Help improve IT Service Delivery initiatives through problem management, reporting, analyzing service delivery trends and performing root cause analysis.

Contribute to service delivery design based on ITIL framework and automation, leading to enhanced user experience with IT Tools and Services.

Perform investigational analysis & evaluation to determine process, procedure, project and/or application impacts to IT Services.

Evaluate, recommend and optimize support processes, track results and monitor metrics to support continuous service improvements.

[illegible]

work:</div><div> </div>Our people are at the heart of our successOur customers come first. They inspire everything we doWe do what's right, each and every dayWe believe in the power of new ideasWe work as one team, with one visionWe give back to our communities and protect our environment<div> </div><div>Posting Notes: Corporate </div>

For more information, visit Rogers for Bilingual Business Analyst